

Stark County Council on Aging (Elder Care/Public Transit)

Coordinated Public Transit-Human Services Transportation Plan 2011



**Prepared by Stark County Council on Aging
(Elder Care/Public Transit)
May 31, 2011**

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Introduction

In August of 2005, Congress passed the Safe, Accountable, Flexible, Efficient, Transportation, Equity Act: A legacy for Users (SAFETEA-LU), reauthorizing the surface transportation act. As part of this reauthorization, grantees under the New Freedom Initiative (5317), Job Access and Reverse Commute (5316, JARC), and Elderly and Disabled Transportation Program (5310) were required to meet certain planning requirements in order to receive funding. Federal transit law requires that projects selected for funding under the various programs be "derived from a locally developed, coordinated public transit-human services transportation plan" and that the plan be developed through a process that includes representatives of public, private, and non-profit transportation and human services providers and participation by members of the public. It is now required that the plans be updated and the purpose of this document, Stark County Council on Aging (Elder Care/Public Transit), Coordinated Public Transit-Human Services Transportation Plan (Coordinated Public Transit Plan), is to serve as the 2011 plan.

Elder Care/Public Transit has met with individual work groups consisting of one-on-one meetings with local nursing homes, area agencies and organizations, and local transit providers in the region to develop a new Local Transportation Focus Coordination Planning Group (Planning Group). (The Planning Group will meet together in the future to further discuss public transit needs of Stark County and Region 8.) The Coordinated Public Transit Plan is a working document; therefore, it is changed and updated on a regular basis as needed.

The Coordinated Public Transit Plan includes assessment of available services, service gaps, and transit needs for individuals with disabilities, older adults, and people with low incomes. From the assessment data, the Coordinated Public Transit Plan implementation strategies has been developed.

The North Dakota Department of Transportation (NDDOT) works closely in collaboration with Elder Care/Public Transit in working to meet the goals of the Coordinated Public Transit Plan.

Coordinated Public Transit Plan Process

The Coordinated Public Transit Plan process was conducted in Stark County. To formally meet the federal requirements of the Locally Developed Coordinated Public Transit-Human Services Transportation Planning Process, a public meeting was conducted in Dickinson, North Dakota (Stark County) via a Public Hearing. In addition, The Elder Care Management Board met for a day-long retreat and one-on-one meetings were held throughout the year.

On October 20, 2010, the Elder Care Management Board attended a day long retreat to discuss the SWOT (Strengths, Weakness, Opportunities and Threats) of Elder Care/Public Transit and to plan upcoming goals. A list of board members and others present, the Strategic Planning Retreat Agenda, and 2011 Goals and SWOT are attached as Appendix A.

A Public Hearing was held in Dickinson, North Dakota (Stark County) on December 6, 2010. The Public Hearing announcement, list of attendees, and survey results are attached as Appendix B.

Numerous one-on-one meetings have been held throughout 2010 to review and discuss public transit needs in Stark County and Region 8. A partial list of meetings is attached as Appendix C.

At most one-on-one meetings, a review of the coordination process was provided to participants as well as information about Stark County's demographics and Elder Care/Public Transit's increased growth. At ongoing meetings, discussion will take place on designation of a regional leader, assessing service gaps and transit needs in the region, and identifying transportation coordination strategies and actions. Participants will be given evaluation forms to assess the effectiveness of the meeting and planning process. A sample meeting evaluation form is attached as Appendix D.



Community Information

Stark County consists of six towns: Dickinson, Gladstone, Taylor, Richardton, South Heart, and Belfield. Elder Care/Public Transit is located in Dickinson and provides on demand taxi rides and prescheduled rides in the Dickinson community. Two prescheduled trips are offered from Dickinson to Bismarck each week on Tuesday and Thursday. Trips to Bismarck are usually for medical care and airport pickups and drop-offs. Trip requests to surrounding communities are provided depending upon driver availability.

Dickinson is located on the western edge of North Dakota. It is a regional center that is home to many economic and cultural activities. Attractions in Dickinson and the southwest area include:

- Located in a major oil and gas prosperity area
- Gateway to Theodore Roosevelt National Park (close to Medora, ND)
- The area's primary regional shopping and entertainment center
- Home to Dickinson State University
- Regional Health Care Center
- The West River Community Center, a premier indoor recreation facility
- Beautiful landscapes including trails utilized for horseback riding, biking, and other activities
- Excellent hunting, fishing, and camping areas
- Three nationally-renowned golf courses
- Strong manufacturing employment center
- Cultural hub of western North Dakota, offering theatre, art, and music Entertainment
- One of North Dakota's top tourism destinations
- Four daily round trip flights to Denver, CO
- Newly restored and expanded public library
- Located on Interstate Highway 94
- Diverse economy of agriculture, energy, tourism, and manufacturing
- BSNF Railroad Mainline

Stark County is a significantly growing county in terms of size and population due to heavy oil industry growth. This heavy growth has caused serious housing inflation, prohibitive costs for construction and building, and overall higher priced groceries and household goods. Homelessness is growing and a housing shortage has critically affected the

community. Housing prices have dramatically increased with a one bedroom apartment currently costing around \$1,050 a month and a three bedroom apartment around \$2,400 a month.

Demographic Information

An important component of the planning process is the analysis of Stark County demographics and associated trends. According to the North Dakota State Data Center Census 2000, there were 22,636 people living in Stark County. Table 1 below illustrates the regions Age 65+ population and projects the future population to the year 2020. As the information demonstrates, the county's Age 65+ population will increase by more than 16% by the year 2020. Such an increase will significantly increase the demand for public transit and demonstrates the need to plan in advance for such increases. Stark County's rural landscape will also affect how future transportation services will meet the increasing demands.

Table 1 Population Age 65+ 2000 - 2020							
County	65+ 2000	65+ 2005	65+ 2010	65+ 2015	65+ 2020	% 65+ 2000- 2010	% 65+ 2010- 2020
Stark	3,510	3,592	3,875	4,633	5,395	15.5	16

Source: North Dakota State Data Center

Table 2 below illustrates Stark County's median household income and poverty rate. As illustrated, Stark County's median household income is less than the North Dakota state median household income. Stark County residents below poverty rate is lower than the North Dakota state residents below poverty rate. Elder Care/Public Transit will need to assess the median household income and poverty rate in more detail to review its affects on past years' dramatic increases in public transit ridership and services (See Appendix F).

Table 2 Median Income and Poverty Rates of All Ages by County

County	Median Household Income 2000	Persons Below Poverty 2000 (%)
Stark	\$32,526	7.9%
North Dakota	\$34,604	11.9%

Source: U.S. Bureau of the Census, Census 2000

Table 3 below shows a breakdown of the percentage of disabled persons in the County by two age categories and number of disabled persons ages 21-64. In Stark County there are 2,209 (18.4%) disabled persons between the ages of 21-64. The percentage of disabled persons age 65+ in the region is 40.2%. If we utilize the projection of Age 65+ population for Stark County from Table 1 and multiply that by the County's current rate of disabled persons ages 65+, it can be projected that by the year 2020 the County will have close to 2,200 residents that will be Age 65+ and disabled.

Table 3 Disabled Persons in Stark County

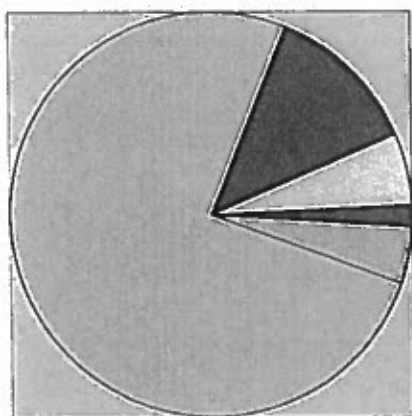
County	# of Disabled Persons Ages 21-64	% of Disabled Person Ages 21-64	% of Disabled Persons Ages 65+
Stark	2,209	18.4%	40.2

Source: U.S. Bureau of the Census, Census 2000

Table 4 below illustrates the commuting patterns of Stark County workers. As the information demonstrates, approximately 87% of county residents work in Stark County while 13% travel out of the county for employment. The data substantiates the need and importance of regional transportation coordination since a large percentage of employees are staying in the area to work, while one driver may be driving the only vehicle to work and leaving a partner home without a vehicle.

Table 4

Stark County



☒ Drove a car alone

☒ Carpooled

☐ Public
Transportation

☐ Walked

☒ Other

☒ Worked at home

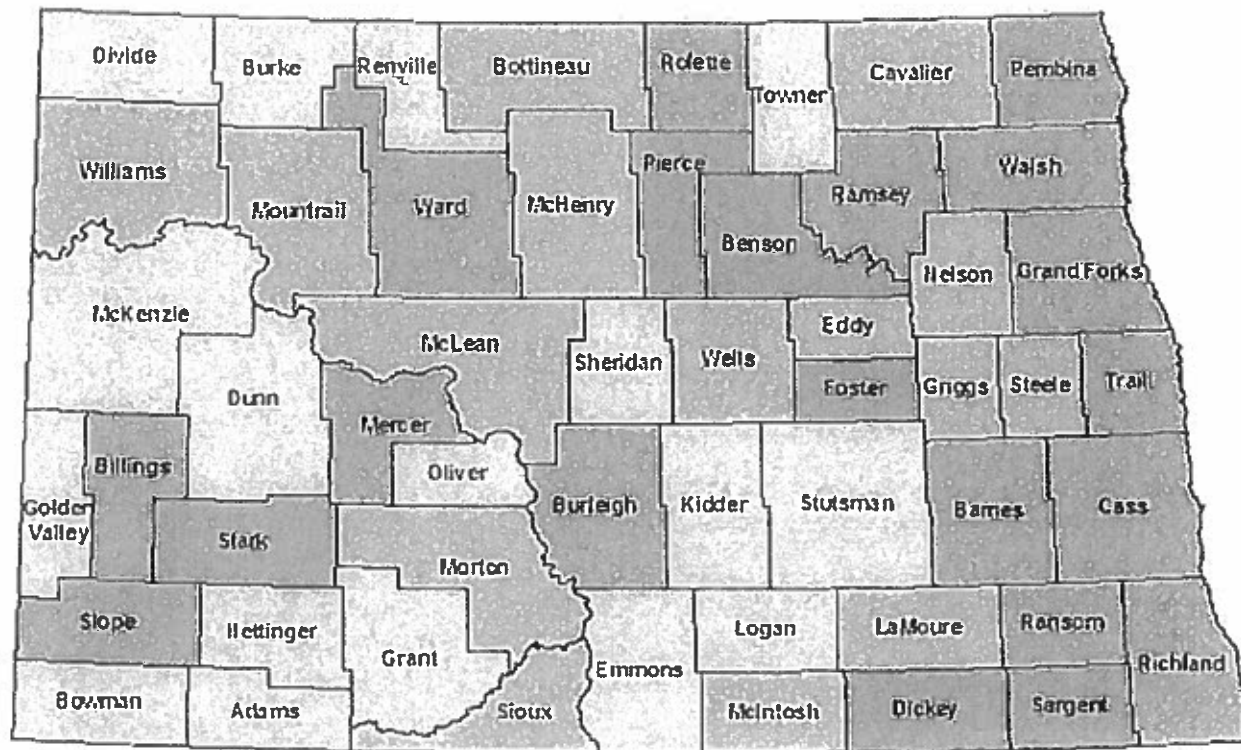
Source: North Dakota City Data

Means of transportation to work:

- Drove a car alone: 4,352 (75.8%)
- Carpooled: 696 (12.1%)
- Public Transportation: 6 (0.1%)
- Walked: 341 (5.9%)
- Other means: 93 (1.6%)
- Worked at home: 252 (4.4%)

Source: U.S. Bureau of the Census, Census 2000

Source: North Dakota City Data



**Population Densities—
Persons Per Square Mile**



Assessment of Available Services

Elder Care/Public Transit is the only transportation provider in Stark County. There are a total of four transportation providers in Region 8. Each provider operates mostly in their respective counties. Rarely are riders shared between transportation providers in and out of counties in regional transportation coordination activities.

Elder Care/Public Transit operates 13 vehicles (8 buses and 5 vans). The geography of the county for most part is rural and providing transportation services to a rural area is not only challenging but expensive. In April 2009, Dickinson's only private taxi service, Dakota Cab, closed its doors. With Dakota Cab closing its doors, Elder Care worked to extend its hours of operation to accommodate the needs of the public/community. Elder Care calls its transit services "Public Transit" and gradually extended its hours to accommodate all hours offered by the cab and is now open 116 hours a week with 24 hours for Dickinson airport rides.

In order to conduct an assessment of available services, Elder Care/Public Transit's Rates and Hours of Operation are located in Appendix E along with ridership and charts indicating its tremendous growth in recent years (since taking over taxi service). Because of its significant growth, shortage of drivers, and need to increase salaries, Elder Care/Public Transit is denying more rides. Recent denied rides are located in Appendix F.

Identification and Analysis of Service Gaps and Service Needs

The Coordinated Public Transit Plan process is ongoing. Therefore, through strategic planning and one-on-one meetings, identifying service gaps and transit needs are ongoing. In addition, Elder Care/Public Transit staff and its customers also participate in sharing identified gaps in service and transit needs of the community. The service gaps and transit needs are as follows:

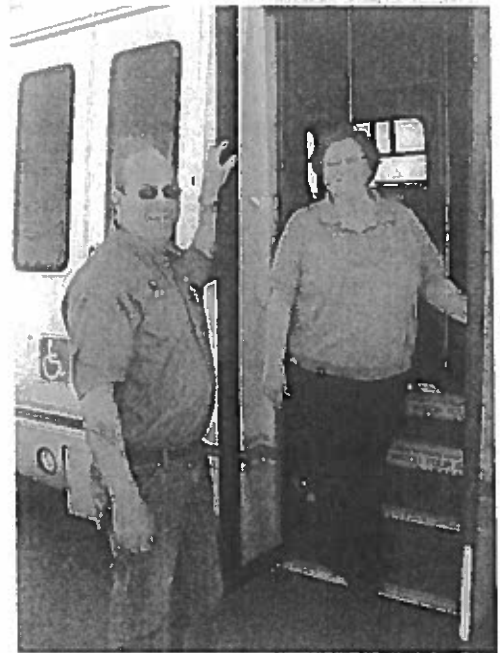
Service Gaps:



- Additional funding to supplement staff salaries and vehicle operations.
- Staff shortage due to the oil industry economy and low salaries.
- Night service (transportation service is not available after 10:00 PM to 6:45 AM Monday through Friday and after 1:30 AM to 6:45 AM on Saturday and Sunday mornings).
- Transporting people between cities and towns in North Dakota per rider requests. (Rural area, geography affecting general transportation needs)
- New vehicles are needed to replace aging vehicles.
- Current transit software (Shah Software) does not work efficiently and effectively with our increase in demand for services.
- Denied rides are increasing due to driver shortage and an increase in population (see in Appendix F).
- Need a transit building to house vehicles to keep them well maintained and out of the inclement weather.
- Public Awareness of Elder Care/Public Transit.

Transit Needs:

- Continued (and increased) funding from federal, state, and city governments.
- Increase staff salaries.
- Financial stability.
- Hire additional staff to meet the needs of the community.
- Update transit software from Shah Software to RouteMatch Software.
- Additional vehicles to replace aging vehicles.
- Transit building to house vehicles and staff.
- Overall regional transportation coordination activities are needed between Region 8 transportation providers to accommodate needs of intercity riders. (Improved interagency coordination.)
- Partnerships to strengthen transit services.
- Continued employee training in safety, operations, and procedures.
- Marketing and public relations.



In general, Elder Care/Public Transit does a good job of meeting the needs of the County's population, especially with its recent growth due to taking on taxi service and oil industry growth. With its limited resources, Elder Care/Public Transit staff is commended for a job well done. However, as illustrated, there are service gaps and transit needs that need immediate attention. The items listed are challenging and the size (population/geography) and the effects of the oil industry and shortage of staff/low salaries, invoke rigid barriers. However, based on the Coordinated Public Transit Plan process input, it is believed that improved coordination of local services and involvement with regional coordination efforts will go a long way in addressing the unmet and increased needs of the County.

The next section of the plan "Strategies and Actions" lays out how the service gaps and service needs can begin to be addressed.

Strategies and Actions

Through the coordination planning process, the following Coordinated Public Transit Plan was created. This action plan (with implementation strategies for the next five years) was developed based on information as outlined in this document. It is important to point out that roadblocks to implementation of the strategies have been identified. For the strategies to be successful, the roadblocks will have to be overcome. In numerous cases the roadblocks are not locally controlled, meaning that in order for local and regional coordination to be truly successful, rules, policies, and requirements made at state and federal levels have to be managed at the local and regional levels.

Strategies ¹	Action Items	Party Responsible ²	Timeline By When?	Roadblocks to Implementations
Increase staff and resources to meet the transportation needs of the community	<ul style="list-style-type: none"> • Increase staff salaries • Apply for grant funding when available • Maintain/Increase local and state funding support 	<ul style="list-style-type: none"> • Elder Care/Public Transit • NDDOT • City of Dickinson 	<ul style="list-style-type: none"> • Immediate and ongoing 	<ul style="list-style-type: none"> • Funding • Oil industry economy • Population growth • Limited local, state, and federal dollars • Lack of qualified employees • Difficulty in hiring late night shifts
Increase public awareness of Elder Care/Public Transit	<ul style="list-style-type: none"> • Inform & educate the public about transportation needs and available services • Outreach to medical facilities regarding transportation challenges • Marketing and advertising need to be increased • A Web site needs to be created 	<ul style="list-style-type: none"> • Elder Care/Public Transit 	<ul style="list-style-type: none"> • Implementation in years 1 and 2 then ongoing throughout the planning period 	<ul style="list-style-type: none"> • Not enough staff to handle increased ridership after marketing • Not enough staff to work with marketing and advertising needs • Funding • Heavy work load of current staff
Replace aging vehicles and buy new vehicles AND replace transit software because of heavy growth in services the past several years since taking over taxi service	<ul style="list-style-type: none"> • Obtain funding and order replacement vehicles and buy new vehicles • Continue to implement New Freedom Grant for new vehicles • Obtain funding to replace and upgrade transit software to RouteMatch software 	<ul style="list-style-type: none"> • Elder Care/Public Transit • NDDOT 	<ul style="list-style-type: none"> • Ordering vehicles are currently in process • A grant has been submitted for RouteMatch software 	<ul style="list-style-type: none"> • Funding • Demands of heavy growth in services • Currently not having a transit storage building to house vehicles

Plan and build a transit storage facility to house vehicles and staff	<ul style="list-style-type: none"> • Work with NDDOT and the City of Dickinson • Secure funding 	<ul style="list-style-type: none"> • Elder Care/Public Transit • NDDOT • City of Dickinson 	<ul style="list-style-type: none"> • In process with a due date of Fall 2011 	<ul style="list-style-type: none"> • Funding • Oil industry economy • Work load demand of construction businesses and staff
Commitment to safety and outstanding customer service growing toward excellence	<ul style="list-style-type: none"> • Continue commitment to safety practices and outstanding customer services through monthly mandatory transit staff training. • Distribute weekly safety tips to all transit staff 	<ul style="list-style-type: none"> • Elder Care/Public Transit 	<ul style="list-style-type: none"> • Implementation is ongoing as we continue to pursue excellence in customer service 	<ul style="list-style-type: none"> • Not all transit staff can attend each meeting • Time needed to prepare agenda and hold meetings. • Overtime is needed to hold monthly meetings
Participate in regional transportation coordination activities	<ul style="list-style-type: none"> • Coordinate transportation services between counties • Explore shared marketing • Explore regional training opportunities • Explore shared technology 	<ul style="list-style-type: none"> • Elder Care/Public Transit • Other county transportation providers • NDDOT • City of Dickinson 	<ul style="list-style-type: none"> • Initial planning and discussions have taken place • Implementation in years 1 and 2 then ongoing throughout the planning period 	<ul style="list-style-type: none"> • The challenge of coordinating multiple agencies and counties • Geography • Short staffed • Resistance from other county transportation providers

1 Strategies: The purpose of identifying strategies is to remedy the needs and gaps.

2 Party Responsible: identify all potential partners and specific names.

3 Roadblocks to Implementation: Examples include lack of community support, financial constraints, political climate, etc.

Long Term Goals and Strategies

The intention is to engage trusted partners to develop a plan of action to expand the member levels in the coordination planning process, thus increasing the diversity of the group makeup. This process will insure that the majority of the population is reached. By doing this it will reach more a regional approach and educate more people about public coordinated transit services. The goal is for NDDOT to have quarterly meetings with the

focus group and as the group grows they can host their own meetings with the entire regional group. NDDOT will continue to support and monitor the progress of the coordination in the region.

Conclusion

In conclusion, Elder Care/Public Transit does an adequate job in providing transportation services for the general public, including the elderly and disabled people. Since it took over the taxi service several years ago, the Elder Care/Public Transit staff is to be commended for working together to meet the increased demands for transit services.

However, with the heavy growth of the oil industry and its effects in the Stark County economy, maintaining and attracting new staff is a struggle and of immediate concern. Elder Care/Public Transit also recognizes that improvements can be made. Implementing the ideas illustrated in this plan will assist Elder Care/Public Transit in improving transportation services, therefore better meeting the needs of the general public.

Appendix A

ELDER CARE MANAGEMENT BOARD MEETING STRATEGIC PLANNING RETREAT AGENDA

October 20, 2010

Ramada Inn, 9:00 AM – 4:00 PM

Strategic Planning	9:00 AM – 12:30 PM
Lunch	12:30 PM – 1:30 PM
Strategic Planning	1:30 PM – 2:30 PM
Board Meeting	2:30 PM – 4:00 PM

Please call the Elder Care Office if you are unable to attend the meeting.

Strategic Planning Retreat

- A. OVERVIEW OF THE STRATEGIC PLANNING PROCESS
- B. ICE BREAKER
- C. OVERVIEW OF ENVIRONMENT/INDUSTRY
 - a. Review of Baby Boomers – Coley
 - b. Review of SW North Dakota Economy - Steve
 - c. Creation of Elder Care...Where we are today - Colleen
- D. BRAINSTORMING - SWOT
 - a. Strengths
 - b. Weaknesses
 - c. Opportunities
 - d. Threats
- E. MISSION
- F. VISION
- G. VALUES
- H. GOALS AND OBJECTIVES
- I. TAG LINE

Board Members present: Fred Gengler, Cheryl Berry, Mike Ellefson, Grant Brown, Joan Kittelson and Howard Freed.

Others Present: Colleen Rodakowski, Coley Gregory, Steve Dentzer and Donna Wahl.

Appendix A (continued)

Elder Care Management Board
Strategic Planning Retreat
October 20, 2010

BRAINSTORMING

2011 TRANSIT GOALS

- 1) Hire Transit Manager, drivers & dispatchers
 - Have staff on board by April 30, 2011
 - Work with Dickinson State University for hiring
 - Work with Job Service on how writing the ad increases applicant numbers
- 2) Increase hours of operation as able to 1:30 AM by Dec. 2011
 - Pursue with the city for their 2012 budget
 - Within our financial constraints
 - + 2 drivers + 2 dispatchers
- 3) Develop & finalize legal & appropriate tip policy for not for profit/federal/state funded
- 4) Fundraising will wait for the new building
- 5) Advertise: yellow pages, hotels, changer, logo, tag line
- 6) Collateral route for DSU by mid August 2011
- 7) Purchase two new vehicles + two more?
- 8) New Route Match software

STRENGTHS, WEAKNESSES, OPPORTUNITIES, THREATS

STRENGTHS

New transit building by year-end 2011
Service to community
Only service in the area
Affordable rates
Longevity of drivers
Safety record
Good training
Staff is team players
Extended hours
Dickinson airport rides – 24 hours
Respect of community
Meeting needs
Dickinson Press – news releases/advertising
Support of DOT
Support of City of Dickinson
Growth & still increasing
Partnerships for rides with other agencies

Appendix A (continued)

Transit software
Teamwork between dispatchers and drivers
Culture of pride
Better efficiency
Care of staff
DTA Awards

WEAKNESSES

Salary competition
Transit software outdated
Vehicles – old, shortage & repairs increasing
Lack of/zero applicants
Short staffed
Heavy growth
Not following vacation requests
Late hours of operation
Coordinator position open
Director's work load & not meeting deadlines

OPPORTUNITIES

- ✓ New transit building
- ✓ Open until 1:30 AM all days
- ✓ Collateral route with DSU
- ✓ Continued growth
- ✓ Prospective employees at DSU – students
- ✓ Oil industry workers who work seven days on and seven days off
- ✓ Advertising
- ✓ Coordination with other counties for coordinated travel
- ✓ Establish a fixed route in Dickinson
- ✓ Research tips:
 - Legal counsel
 - Tip sharing with dispatchers
 - Concern not for profit
 - Concern state/federal funding

Appendix A (continued)

THREATS

Employee shortage

Employee wages need to be increased due to oil industry salaries and economy

Fuel costs rising

Funding for vehicles

Only transit service in Dickinson

Nursing homes requesting additional trips to Bismarck each week

Not providing tip accountability

Two businesses in town operating party buses

Weather

Long hours

Hours of operation in jeopardy due to short staff and difficulty to hire new staff due to low wages

Appendix B

NOTICE OF PUBLIC HEARING

Notice is hereby given that on
MONDAY, DECEMBER 6, 2010
10:45 a.m.

At

Dickinson City Hall

99 2nd Street East

Dickinson, ND

A public hearing will be held to hear

Public comment/input

On the services provided by

Elder Care/Public Transit

and

Comprehensive Health Maintenance Program

of the

Southwestern District Health Unit

Appendix B (continued)

Elder Care/Public Transit Survey

Elder Care provides *meals* (congregate, home-delivered, and frozen) and *outreach services* (in the 8 southwestern counties of ND), and *transit services* (in Stark County & surrounding communities). Elder Care/Public Transit strongly values the opinions of its participants. To get a better idea of what we can do to provide excellent service, please fill out the following survey(s) for services that apply to you. Please place the survey in the enclosed envelope and **return it to an Elder Care/Public Transit staff member or mail it to Elder Care at P.O. Box 629, Dickinson, ND 58602 by December 31, 2010.**

	<u>Number of Responses</u>	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
<u>Public Transit</u>					
The dispatchers are friendly & helpful	69	71%	28%		
The drivers are pleasant/approachable	70	73%	26%		
I am transported in a timely manner	68	71%	26%	1%	
Public Transit rates are reasonable	66	69%	29%	1%	
I feel safe using Public Transit	67	73%	24%	1%	

Note: Overall numbers are slightly lower than actual. Each person was counted whether they answered one or all questions.

Appendix C

ELDER CARE/PUBLIC TRANSIT

Dickinson Roosevelt Theodore Regional Airport
St. Luke's Home
St. Benedicts Health Care Center
Northland Pace Senior Care Services
City of Dickinson
Retired & Senior Volunteer Program
Foster Grandparent Program
Senior Companion Program
Salvation Army
Department of Human Services - RIS Program
Domestic Violence and Rape Crisis Center
Dickinson State University
Dickinson Public Schools
Heartland Hospice
Stark County Social Services
Vocational Rehabilitation
St. Joseph's Hospital and Health Center

Appendix D

EVALUATION FORM Coordination Meeting

Please place your response next to each category listed below based on these ratings:
1: Poor; 2: Mediocre; 3: Average; 4: Good; 5: excellent; 6: NA

In addition, there is space at the end of this form for you to include additional comments.
 Please note that all information is confidential.

Presentations	Ratings
Overall meeting format and structure	
Overall quality of opening session	
<ul style="list-style-type: none"> • Presentation 	
<ul style="list-style-type: none"> • Speakers 	
<ul style="list-style-type: none"> • Helpfulness of information 	
Comments:	
Accommodations	Rating
<ul style="list-style-type: none"> • Location/accessibility 	
<ul style="list-style-type: none"> • Comfort of meeting room 	
Comments:	
Would you recommend this location for another meeting?	
Are you a first time attendee?	
What did you like Best?	
General Comments:	

Appendix E

**See Dickinson Public Transit Rates on next page for
Elder Care/Public Transit**

DICKINSON PUBLIC TRANSIT RATES

As of May 31, 2011

(All Rates and Schedules Subject to Change)

Phone: (701) 483-6564

Hours of Operation

Sunday – Thursday	6:45 AM - 10:00 PM
Friday – Saturday	6:45 AM - 1:30 AM
Dickinson Airport	24 hours a day

- *Transit rides are available to all citizens of all ages and for all transit purposes.*
- *All fares are for one way trips except to Bismarck.*
- *A no show fee will be charged if trip is not cancelled one hour before pick up time.*
- *Waiting Time: First 5 minutes free, \$3.00 for 6-10 minutes wait.*
- *Passengers need to be ready for the driver 15 minutes before scheduled pick-up time.*
- *Only US currency*

Prescheduled Service

Within City Limits

\$4.00 for first passenger
\$3.00 each additional passenger
With same destination

Beyond City Limits

Additional \$1.00/mile/person

"Will Call" return trips are allowed only for medical appointments and for passengers who don't have a set work schedule. A "Will Call" return trip is on an availability basis for the rider. Caregivers/escorts ride free with doctor/nurse written order. Companions pay the fare.

In town prescheduled rides must be called in by 8:00 PM at least the day before the ride is needed or will be charged using "On Demand" rates. Out of town rides must be called in by 3:00 PM the day before the ride is needed and pending driver availability.

On Demand or Same Day Service

Within City Limits

\$8.00 for first passenger
\$5.00 each additional passenger
With same destination
After 10 PM - \$8.00 per Person

Beyond City Limits (pending driver availability)

Additional \$1.00/mile/person

Dickinson Airport

\$25.00 for first passenger
\$20.00 each additional passenger
With same destination

Outlying Community Routes (Prescheduled Service Only)

Dickinson to Bismarck Tuesday & Thursday
Monday, Wednesday & Friday

\$75.00 one way or same day roundtrip
\$125.00 for first passenger
\$100.00 for second passenger
\$75.00 each additional passenger

\$5.00 for each additional stop - Prescheduled

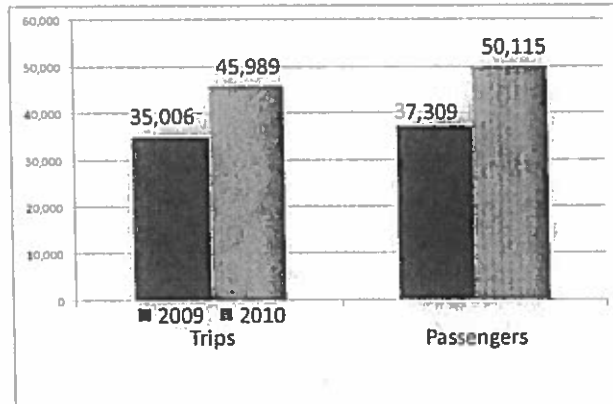
STATEMENT OF NON-DISCRIMINATION

No person in the US shall, on the grounds of race, color or national origin, disability, sex, age and income status, be excluded from participation, be denied the benefits of, or be subjected to discrimination under any program or activity funded in whole or in part with Federal funds.

Contact Public Transit's Executive Director at 701-483-6564 to request additional information on our nondiscrimination obligations or to file a complaint.

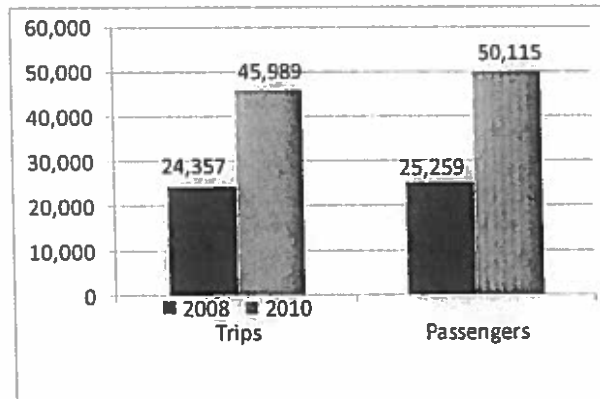
Appendix E (continued)

Elder Care / Public Transit 2009/2010 Comparison



Growth of **31%** & **34%**

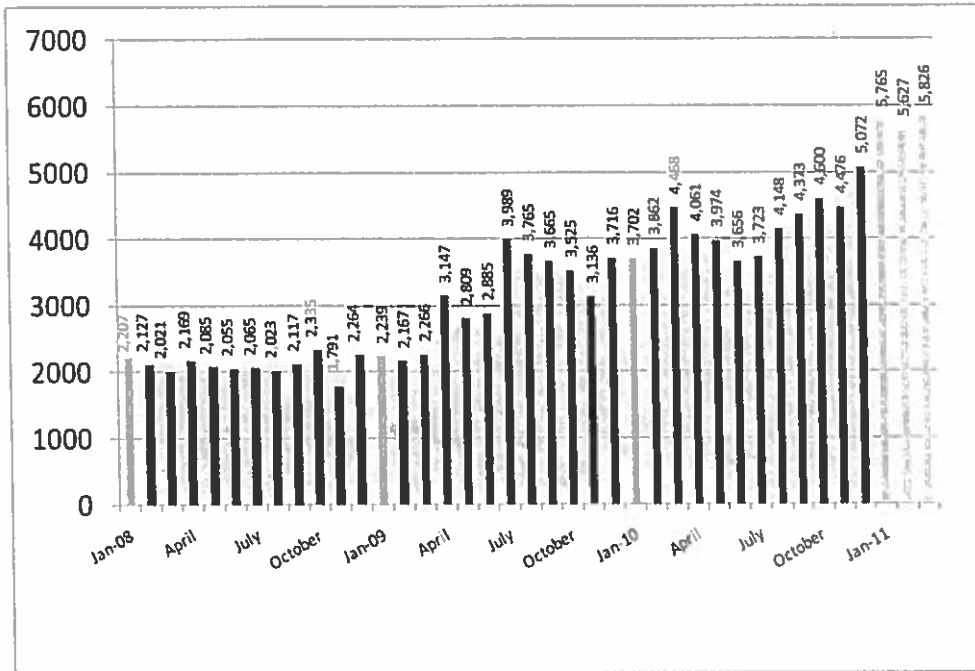
Elder Care / Public Transit 2008/2010 Comparison



Growth of **89%** & **98%**

Appendix E (continued)

Elder Care / Public Transit



Elder Care / Public Transit

Ridership



In 2010:

Medical Trips - Over 28%

Work/Employment - Over 26%

Shopping/Social - Over 27%

1st Quarter 2011

Airport Trips - 288 passengers

Wheelchair Trips - 2,734 passengers

Appendix F

Denied Rides

LAST NAME	DATE	START	DESTINATION
AIR PORT	4/22/2011	SUPER 8 MOTEL	Home
TAXI	4/22/2011	Home	ST JOES CHURCH
TAXI	4/26/2011	Home	TACO BELL
VRANNA	4/30/2011	Home	ST PATS CHURCH
TAXI	5/3/2011	SUPER 8 MOTEL	KMART
TAXI	5/4/2011	Home	MALL
TAXI	5/9/2011	Home	DAN PORTER MOTORS
BARTH	5/13/2011	DAIRY BARN	Home
TAXI	5/13/2011	AMERICAN STATE BANK	DSU MAY HALL
TAXI	5/13/2011	Home	ST JOS HOSP E
TAXI	5/13/2011	MALL	STUDENT CENTER
TAXI	5/13/2011	MALL	STUDENT CENTER
TAXI	5/13/2011	STUDENT CENTER	MALL
TAXI	5/13/2011	Home	MALL
HEINZMANN	5/20/2011	Home	COMMUNITY ACTION
HEINZMANN	5/20/2011	Home	COMMUNITY ACTION
TAXI	5/20/2011	Home	WAL MART

Appendix G

Vehicle Inventory for Stark County Council on Aging (Elder Care/Public Transit) as of 5-27-11

T # Van #2	YEAR	LICENSE PLATE	MAKE MODEL	CAPACITY Example 12 + 2	CURRENT MILEAGE	TYPE	LIFT or RAMP (no or type)	Condition Note here if being used as backup only	COMMENTS (include information on replacement or removal from revenue service.
Dino	2006	GSK197	Ford E350	8+2	113,624	Cutaway	Ricon Electric	Good	
#39	2007	JLG577	Chevy Uplander	3+1	138,692	Mini-van	Ricon Ramp	Poor	
#40	2007	JEA082	Chevy Uplander	3+1	117,656	Mini-van	Ricon Ramp	Fair	
#43	2008	JEA081	Chevy Uplander	3+1	60,460	Mini-van	Ricon Ramp	Good	
Mustang	2008	HXC814	Chevy Uplander	3+1	72,039	Mini-van	Ricon Ramp	Good	
Honda	2003	GZE424	Honda Odyssey	6 + 0	160,163	Mini-van	No	Fair Backup	
Apple	2002	ENF766	Ford E350	8+2	111,590	Cutaway	Ricon Electric	Fair	
Butterfly	2002	GSK198	Ford E450	8+2	150,679	Cutaway	Ricon Electric	Fair	
Flower	2000	GHM064	Ford E450	6+2	194,695	Cutaway	Ricon Electric	Fair	
Frog	1999	JEA080	Ford E450	12+2	102,564	Cutaway	Ricon Electric	Fair	
#111	2011		Ford E450	12+2	2,846	Cutaway	Ricon Electric	V. Good	
#291	1991		Ford E303	13+2	78,769	Cutaway	Ricon Electric	Fair Backup	Purchased from Devils Lake
#511	2000		Chevy	14	61,560	Cutaway	No	Good	Purchased from Benson County